

**Date:** July 1, 2019

**CYF Memo:** # 02 - 19/20

**To:** CYF Day School Service Providers

**From:** Yael Koenig, CYF Deputy Director

**Re:** **Day School Service (DSS) Utilization Management (UM) Process**

As of 7/1/19, Day School Service (DSS) providers who offer outpatient services will no longer utilize the Intensive Service Request (ISR) for authorization of services which eliminates the need for an initial authorization. DSS Outpatient providers will follow the system wide UM process.

The outpatient UM process entails:

- Completes the Utilization Management (UM) request
- Follow a three-month UM cycle
- Initial three-month UM request is approved at program level by UM committee
- Subsequent requests (6 mo., 9 mo., etc.) are submitted to COR or county designee for review and approval

The transition from ISR to UM process is effective 7/1/19 for new and existing clients. Existing clients with ISR approval will need COR level UM approval prior to the expiration of existing ISR approval.

Please review the attached UM forms also available on the Optum website and contact your COR if you have any questions.

Attachments: Utilization Management (UM) Request Form  
Utilization Management (UM) Request Explanation  
CYF Memo #08- 18/19

**CC:** County of San Diego Quality Management  
Optum Health